



County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA
Chief Executive Officer

June 19, 2009

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: William T Fujioka
Chief Executive Officer

**SUBJECT: MOTION ON IN HOME SUPPORT SERVICES (IHSS) – CIVIL GRAND JURY
RECOMMENDATION (ITEM NO. 22, OF SEPTEMBER 2, 2008)**

In response to your Board Motion of September 2, 2008, introduced by Supervisor Knabe, I am submitting the quarterly report concerning the IHSS program in the Department of Public Social Services (DPSS). This report provides an update on actions taken by the Department to implement fraud detection and prevention strategies and to strengthen overall program integrity.

1. A full review of the Advance Payee program.

As previously reported, although DPSS will not pursue legislative action to terminate this option, the goal is to closely monitor the monthly IHSS Reconciliation of Advance Payments report to ensure timely reconciliation of advance pay timesheets. We have completed this goal by centralizing the advance pay cases with a designated IHSS Social Worker in each of the eight IHSS district offices. This strengthens our controls and allows close monitoring of the monthly timesheets. There are 145 advance payee cases out of 182,000 cases.

2. Exploration of innovative technology strategies that would streamline the paper-based timesheet payment system.

As previously reported, DPSS explored a document scanning solution to enhance timesheet storage and retrieval. However, based on the current budget shortfall, DPSS determined the expense would not be cost effective at this time. As an alternative, we have added additional data entry clerks to augment timesheet processing until implementation of the new Caseload Management Information Processing System (CMIPS II) in February 2011.

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3. **Convening of a special workgroup, to include the State Department of Social Services, State Department of Health Care Services, Social Security Administration, and the District Attorney, to discuss and make recommendations on strategies to mitigate potential fraud in the IHSS program; to address any pertinent changes in State regulations to facilitate this.**

The California Department of Social Services (CDSS), the California Department of Health Care Services (CDHCS) and the District Attorney's office collaborated with DPSS on achieving the following:

- Developed a focused IHSS Fraud Training Module to be presented to all Social Workers, Supervisors, and Provider Clerks. Target date is June 2009;
- Developed a series of fraud prevention and detection exception reports to identify specific areas of potential fraud;
- Published guidelines to IHSS staff on fraud referral procedures;
- Implemented a fraud referral/tracking reconciliation report; and
- Centralized all DPSS employee/provider cases in each IHSS Region.

In addition, on March 24, 2009, the Senate Human Services Committee convened an oversight hearing to review the progress on CDSS and CDHCS efforts to review IHSS Program Quality Assurance and Administrative issues. Philip Browning, DPSS Department Head, provided testimony at the hearing. Senator Carol Liu, Chair of the Senate Human Services Committee, requested a Los Angeles County briefing and tour in preparation for the hearing.

On February 27, 2009, DPSS hosted a full day briefing on the IHSS Program in general, and the implementation of the IHSS Quality Assurance initiative as mandated by Senate Bill 1104 (Chapter 229, Statutes 2004). State representatives, including Senator Liu, accompanied IHSS Social Worker's on consumer home visits/assessments.

Finally, Los Angeles County has been working with CDSS for two years on revisions to the IHSS Provider Enrollment Form. The new form will include a declaration statement for the provider to sign under penalty of perjury, and a requirement to present original documents for Driver's License or Social Security Card, or other documentation from the Social Security Administration confirming the Social Security Number. The State has committed to an October 2009 implementation.

Unless otherwise directed this will be the last quarterly report.

WTF:SRH:MS
JB:cvb

c: Miguel Santana, Deputy Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors
Auditor-Controller
Department of Public Social Services